

ABSTRACT

A process is provided for identifying and managing support service applications associated with consumer electronic devices. The process is executed by a gateway device communicatively coupled with each of the electronic devices via a home network, the 5 gateway device being operative to access the Internet and being communicatively coupled with a display unit. The process includes the steps of: determining device ID information associated with a selected one of the electronic devices for which a support service application is required; providing the device ID information to a selected server computing system via the Internet; downloading a support service application associated with the 10 selected device from the selected server computing system; and executing the downloaded support service application at the gateway device to provide a remote interactive support service process for the selected device. The support service may include a remote interactive manual service providing educational instructions to a user of the home network system regarding operation of a selected device, a remote interactive maintenance/diagnostic service for instructing a home network system user in solving maintenance problems associated with 15 a selected device, or a combination remote interactive manual/maintenance/diagnostic service.